



#### CAREERS AT COOPER'S HAWK

# Always Growing. Always Evolving. Always Exciting. Always New.

Tell Us What You Want To Be. Together, We Can Make It Happen.

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# Syour path to SUCCESS

Just like we provide our Guests with a menu to guide them through our incredible food and wine offerings in our restaurants, Cooper's Hawk has created a "menu" to show you the path and positions that are available to grow your career.





Managers · Office Managers · Event Coordinators ·
Kitchen & Front-of-House Senior Managers

LEADER POSITIONS Assistant Executive Kitchen Managers · Assistant General Managers · Executive Kitchen Managers · General Managers · Area Culinary Managers · Area Directors

# ENTRY & ADVANCED LEVEL POSITIONS

These entry-level positions are a terrific way to launch a career in hospitality.

Gain insight into the day-to-day operations of the restaurant while acquiring useful hands-on experience that will propel your career forward.

#### Kitchen

Dishwashers and Prep Cooks are the foundation of our scratch kitchen and with experience they can advance to Line Cook, delivering an exceptional culinary experience to our Guests.

"I have had the opportunity to grow not only at my restaurant as a Supervisor and Lead Restaurant Trainer but to share my knowledge as a New Restaurant Opening Trainer."

TARINA WIMMER, TASTING ROOM ATTENDANT

#### Front-of-House

Hosts and House Workers are front-line service and hospitality ambassadors. Tasting Room Attendants, Servers, and Bartenders have advanced skills and knowledge to deliver gracious hospitality and extraordinary service to Guests and Wine Club Members.

#### IS THIS OPPORTUNITY FOR YOU?

Are you driven? Guest-focused? Friendly? Do you enjoy a fast-paced environment?



## Kitchen & Front-of-House SPECIALTY ROLES

Specialty roles—in both the Kitchen & Front-of-House—provide team members with a valuable opportunity to expand their horizons while demonstrating a dedication to lifelong learning and advancement.

These roles are taken on as responsibilities in addition to traditional positions. They are an opportunity to increase compensation and add experience to a resume.

#### Lead Restaurant Trainers and New Restaurant Opening Trainers

Conduct and coordinate training & orientation activities at brand new and existing Cooper's Hawk locations.

"Cooper's Hawk challenges me to be the best version of myself."

MARY LITKE, OFFICE MANAGER

#### Wine Club Facilitators

Work with the entire team to grow and support our Wine Club membership.

#### Kitchen and Front-of-House Supervisors

Support managers, team members, and Guests in the day-to-day operations.

#### Assistant Office Managers and Assistant Event Coordinators

Take responsibility for office management and event coordination/party-planning with the option of evolving into full-time, salaried positions.

#### ARE THESE OPPORTUNITIES FOR YOU?

Do you want to increase your knowledge base, and take the next step professionally?



## Kitchen & Front-of-House MANAGER POSITIONS

Our first-tier management positions are where leadership skills start. Your ability to build and lead an efficient and happy team will define your success!

Senior Managers manage specific teams within the restaurant and are responsible for every aspect of their department—from quality control to morale. Senior Managers are also responsible for training activities and developing their team.

#### Kitchen Managers

Kitchen Managers manage food quality and systems success, including training, food cost, and inventory.

#### Front-of-House Managers

Front-of-House Managers ensure that Guests are enjoying an extraordinary wine, food, and service experience, while also keeping all of the service positions well trained and running smoothly.

#### Office Managers and Event Coordinators

Office Managers and Event Coordinators contribute to the restaurant's overall success by providing administrative expertise and orchestrating special meetings and events. Lead Office Managers and Lead Event Coordinators assist with new restaurant openings and serve as a resource to multiple units in their region.

#### Senior Managers

Senior Managers in Front-of-House and the Kitchen take on additional responsibilities that include managing training and safety as well as helping develop new managers.

#### ARE THESE OPPORTUNITIES FOR YOU?

Are you a leader? A lifelong learner? Are you committed to being the very best?



Kitchen & Front-of-House

### EMERGING RESTAURANT LEADERS

Assistant Executive Kitchen Managers and Assistant General Managers are key positions within the Cooper's Hawk organization. They are leaders to the core and they have proven themselves to be dedicated to supporting their fellow team members—both above and below them—to achieve excellence.

#### Assistant Executive Kitchen Managers

The Assistant Executive Kitchen Manager is the right hand of the Executive Kitchen Manager. This position is central as it drives the business of the kitchen—building morale, delivering high-quality food, managing labor, developing others, and taking responsibility for successful inventory results.

"We are a family ... it's more than just about sales and numbers, it's about community."

ERIC FOX. ASSISTANT GENERAL MANAGER

#### Assistant General Managers

The Assistant General Manager leads many aspects of the restaurant—develops managers, builds teams, ensures training. Wine Club and Guest satisfaction are a main focus! The Assistant General Manager is preparing for the next step as General Manager by assisting with financial reporting and impacting business results.





#### Executive Kitchen Managers

The Executive Kitchen Manager is responsible for every aspect of the kitchen and the team as a whole. This position takes an active role in managing people, coaching talent, and building morale. At this level, the Executive Kitchen Manager is responsible for achieving financial and operational goals while partnering with the General Manager to ensure that Front-of-House needs are being met and that the Cooper's Hawk experience is of the highest caliber.

"I am inspired to work for Cooper's Hawk Winery + Restaurants. I keep learning every day."

LINDSEY SCHMIDT, GENERAL MANAGER

#### General Managers

The General Manager is where the buck stops for each one of our restaurants. Each Cooper's Hawk location is a community in and of itself, and a General Manager is the Mayor—overseeing every detail, delivering culinary and service excellence while earning Guest and Wine Club loyalty. The General Manager develops a team of 8 to 10 managers and is responsible for the overall success of the restaurant and our Wine Club.



Kitchen & Front-of-House
AREA LEADERS

#### Area Culinary Managers

The Area Culinary Manager oversees Kitchen Operations for multiple restaurant locations. This position is responsible for developing leaders, meeting business goals, and achieving all standards of quality at Cooper's Hawk's scratch kitchens.

This position works in lockstep with the Area Director and ensures that the locations within their region are receiving the resources and support that are needed to ensure that each restaurant in the region is running at maximum efficiency.

"Cooper's Hawk has given me the opportunity to learn from and teach others all over the country

BOBBY RELYEA. EXECUTIVE KITCHEN MANAGER

#### Area Directors

The Area Director oversees multiple restaurant units. This position is responsible for developing an effective group of leaders and supporting the achievement of business goals. The Area Director maintains a strong partnership with the Area Culinary Manager—making Cooper's Hawk all that it can be.





**COOPER'S HAWK PURPOSE & VALUES** 

# We Create Community! We are proactive in building relationships and enriching people's lives.

#### We Care About People.

At Cooper's Hawk, we put emphasis on thinking of others first. We value, recognize, and are genuine to each other.

#### We Are Different.

Cooper's Hawk is rooted in creativity, innovation, and diversity. We utilize a structured innovative approach: reading/watching/learning to fuel the creative process. Ours is not a cookie-cutter operation; every restaurant is unique.

#### We Are Committed to Being the Best.

Our disciplined approach focuses on excellence, accountability, and quality growth.

#### We Have Fun and Celebrate.

Our goal is to inspire others to celebrate each other and love what they do. We promote a fun and exciting environment.



## AWARD-WINNING WINES, BIG AMERICAN FLAVORS, FAST-PACED GROWTH & FRIENDLY PEOPLE

The Best Ingredients For Your Career Journey

Founded in 2005 in Orland Park, Illinois, Cooper's Hawk Winery & Restaurants is a wine-driven restaurant concept inspired by Napa Valley. We are known for our scratch kitchen and humble approach to making award-winning wines and a fun-and-easy pairing menu of bold American cuisine.

Over the past decade, we have expanded quickly and now boast dozens of locations around the country.

We attribute our success to the friendly, respectful, and caring people who make Cooper's Hawk a reality. With their discipline and hard work, we have enjoyed rapid growth that has, in turn, created more opportunity within Cooper's Hawk than ever before.

Want to see what a career with Cooper's Hawk can look like?

Let's cook up something just for you.



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#### THANK YOU TO ALL OF OUR TEAM MEMBERS FEATURED IN THIS BROCHURE:

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